IN THE CLAIMS:

1. (Previously Presented) A method for validating a textual entry of spoken words of a caller, comprising:

receiving a telephone call from said caller;

monitoring a textual entry of said spoken words;

converting said spoken words to text using a speech recognition technique; and

comparing said textual entry to said converted text to confirm an accuracy of said textual entry substantially during said telephone call.

2. (Original) The method of claim 1, further comprising the step of recording said spoken words.

3. (Original) The method of claim 2, further comprising the step of time-stamping said recording.

4. (Original) The method of claim 1, further comprising the step of constraining said comparing step to a recent audio stream.

5. (Original) The method of claim 1, further comprising the step of constraining said comparing step to a recent audio stream corresponding to a completed field in a user interface.

6. (Original) The method of claim 1, further comprising the step of constraining said comparing step to a recent audio stream since a previous field was completed.

7. (Original) The method of claim 1, further comprising the step of notifying an agent of an error.

8. (Original) The method of claim 1, further comprising the step of correcting a detected error.

9. (Original) The method of claim 1, further comprising the step of suggesting at least one alternative for a detected error.

10. (Original) The method of claim 1, further comprising the step of selecting said speech recognition technique based on properties of said spoken words.

11. (Original) The method of claim 1, wherein said accuracy is confirmed by comparing a confidence score to a threshold value.

12. (Previously Presented) An apparatus for validating a textual entry of spoken words of a caller, comprising:

a memory; and

at least one processor, coupled to the memory, operative to:

receive a telephone call from said caller;

monitor a textual entry of said spoken words;

convert said spoken words to text using a speech recognition technique; and

compare said textual entry to said converted text to confirm an accuracy of said textual entry substantially during said telephone call.

13. (Original) The apparatus of claim 12, wherein said processor is further configured to constrain said comparison to a recent audio stream.

14. (Original) The apparatus of claim 12, wherein said processor is further configured to notify an agent of an error.

15. (Original) The apparatus of claim 12, wherein said processor is further configured to correct a detected error.

16. (Original) The apparatus of claim 12, wherein said processor is further configured to suggest at least one alternative for a detected error.

17. (Original) The apparatus of claim 12, wherein said processor is further configured to select said speech recognition technique based on properties of said spoken words.

18. (Previously Presented) An article of manufacture for validating a textual entry of spoken words of a caller, comprising a machine readable medium containing one or more programs which when executed implement the steps of:

receive a telephone call from said caller;

monitor a textual entry by of said spoken words;

convert said spoken words to text using a speech recognition technique; and

compare said textual entry to said converted text to confirm an accuracy of said textual entry substantially during said telephone call.

19. (Previously Presented) A method for validating a spoken delivery of a textual script, comprising:

monitoring a spoken delivery of said textual script;

converting said spoken delivery to text using a speech recognition technique; and

comparing said textual script to said converted text to confirm an accuracy of said spoken delivery substantially during said spoken delivery of said textual script.

20. (Original) The method of claim 19, further comprising the step of constraining said comparing step to a recent audio stream.

21. (Original) The method of claim 19, further comprising the step of notifying an agent of an error.

22. (Original) The method of claim 19, further comprising the step of selecting said speech recognition technique based on properties of said textual script.

23. (Original) The method of claim 19, wherein said accuracy is confirmed by comparing a confidence score to a threshold value.

24. (Previously Added) The method of claim 1, wherein said converting step employs a field specific speech grammar.

25. (Previously Added) The method of claim 19, wherein said converting step employs a field specific speech grammar.